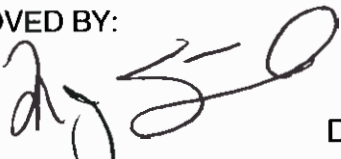




DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT	POLICY NO.	EFFECTIVE DATE	PAGE
WALK-IN SERVICES	302.12	10/05/2015	1 of 4
APPROVED BY:  Director	SUPERSEDES N/A	ORIGINAL ISSUE DATE 10/05/2015	DISTRIBUTION LEVEL(S) 1, 2

PURPOSE

- 1.1 To establish a policy and procedure regarding evaluative mental health services provided to active, inactive, or potential clients (individuals) who physically present without a scheduled appointment (walk-in) to a Los Angeles County Department of Mental Health (LACDMH) clinic or program.
- 1.2 To inform Legal Entities of Section 3.1 below. It is with the expectation that Legal Entities will adopt this policy and establish formal/written procedures similar to those contained in this document such that they are consistent with Purpose 1.1 above.

DEFINITIONS

- 2.1 **Active Client:** A client, in the LACDMH System of Care with a Clinical Record, who has not had services terminated per LACDMH Policy No. 312.01, Mutual and Unilateral Termination of Mental Health Services. (Reference 1)
- 2.2 **Crisis Evaluation and Intervention Services:** Any service(s) lasting less than twenty-four (24) hours, provided to, or on behalf of a client, for a condition which requires more timely response than a regularly scheduled appointment. (Reference 2)
- 2.3 **LACDMH Mental Health Triage (aka "Triage"):** A documented evaluation of an individual presenting for services to whom a standard assessment will not be conducted on the same day the individual presents. This documented evaluation is designed to determine immediate service needs and scheduling priority. The standard assessment may be done at a later date either in-person or by telephone. (Reference 3)
- 2.4 **Emergency Condition:** Any condition or situation in which a client, as a result of a mental disorder, presents a current danger to self or others or is immediately unable to provide for or utilize food, clothing, or shelter and requires psychiatric



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT	POLICY NO.	EFFECTIVE DATE	PAGE
WALK-IN SERVICES	302.12	10/05/2015	2 of 4

inpatient hospitalization or psychiatric health facility services. (Authority 1 and Reference 2)

- 2.5 **Evaluative Mental Health Services:** A range of services offered to individuals in order to determine the appropriate course of mental health service, if indicated, such as referral to case manager, screening, or triage. Evaluative Mental Health Services includes a brief interaction by reception or other staff to determine the reason for presentation.
- 2.6 **Inactive LACDMH Client:** A client, in the LACDMH System of Care with a Clinical Record, who has had services terminated per LACDMH Policy No. 312.01, Mutual and Unilateral Termination of Mental Health Services. (Reference 1)
- 2.7 **Potential Client:** An individual or their representative who is seeking Mental Health Services.
- 2.8 **Urgent Mental Health Services:** Mental Health Services for a condition or situation that, if not addressed before the availability of a scheduled appointment, would be highly likely to result in an immediate emergency condition. (Authority 1 and Reference 2)
- 2.9 **Walk-In Services:** Evaluative Mental Health Services provided to individuals who physically present without a scheduled appointment to a LACDMH program.

POLICY

- 3.1 All programs must appropriately provide evaluative mental health services to individuals who physically present without an appointment during hours of full operation.

PROCEDURE

- 4.1 When Evaluative Mental Health Services are provided:
- 4.1.1 If the individual is determined to be an active client, he/she should be referred to his/her case manager or other available party who will address his/her needs as appropriate.



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DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT	POLICY NO.	EFFECTIVE DATE	PAGE
WALK-IN SERVICES	302.12	10/05/2015	3 of 4

4.1.2 If the individual is determined to be an inactive client or potential client, he/she shall be referred to the Officer of the Day (OD).

4.1.2.1 The OD shall determine, based upon the clinical presentation of the client, if triage is indicated to appropriately determine immediate service needs and scheduling priority of the client or if not, may schedule the inactive or potential client for the next or currently available routine assessment appointment as is scheduled for telephone contacts per LACDMH Policy No. 302.07, Scheduling Initial Clinical Appointments and Associated Documentation. (Reference 3 and Reference 4)

4.2 If at any point during the process of providing evaluative services, the individual is determined to have an urgent/emergency need, Crisis Evaluation and Intervention Services shall be provided on the same business day in as timely a manner as possible in order to address that need per LACDMH Policy No. 302.07, Scheduling Initial Clinical Appointments and Associated Documentation. (Reference 4)

4.2.1 A standard assessment is not a required component in providing Crisis Evaluation and Intervention services.

4.2.2 Crisis Evaluation and Intervention Services, including brief psychotherapy and medication services, if such services are available at the program on an urgent basis, shall be provided on the same business day.

4.2.2.1 Every effort should be made to accommodate urgent/emergency needs of walk-in clients including re-prioritizing and re-scheduling of non-urgent appointments or utilizing telepsychiatry services, if available, prior to arranging for urgent/emergency transport to an easily accessible alternative provider such as a psychiatric Urgent Care Center (UCC) that can provide the indicated services on the same business day. (Reference 5)



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT	POLICY NO.	EFFECTIVE DATE	PAGE
WALK-IN SERVICES	302.12	10/05/2015	4 of 4

- Each LACDMH clinic or program shall maintain a log recording occurrences and the circumstances when suitable resources were not available at the mental health center to provide Crisis Evaluation and Intervention Services necessitating the arrangement of urgent/emergency transport to another mental health center or a psychiatric UCC. A copy of this log shall be provided to the District Chief on a monthly basis.

4.2.3 Transfer to emergency facilities for an emergency condition, if indicated, shall be coordinated by the program per LACDMH Policy No. 304.01, Ambulance/Ambulette Services for Short-Doyle Programs, as necessary. (Reference 5)

AUTHORITY

1. California Code of Regulations, Title 9, Chapter 11, Sub-Chapter 1 as applicable

REFERENCES

1. LACDMH Policy No. 312.01, Mutual and Unilateral Termination of Mental Health Services
2. LACDMH Policy No. 302.02, Crisis & Emergency Evaluation by Outpatient Mental Health Facilities
3. LACDMH Policy No. 302.04, Triage
4. LACDMH Policy No. 302.07, Scheduling Initial Clinical Appointments and Associated Documentation
5. LACDMH Policy No. 304.01, Ambulance/Ambulette Services for Short-Doyle Programs

RESPONSIBLE PARTY

LACDMH Office of the Medical Director